

**RELEASED PWS DRAFT 2**  
**Comments**  
**IRS Files Activity**

Note: SP = Service Provider

Comment Provided By	Page Number	PWS Paragraph Number	Comment	Response
Respondent 1	C-1	?? (None given)	For clarification purposes, are all master files included in IMF and BMF workload? If not, what files were excluded?	Revised paragraph 1.2.2.2 which reads "The Cincinnati and Ogden locations are SB/SE SPC and primarily deal with business documents. The remaining locations are W&I SPC and primarily deal with individual documents."
Respondent 1	C-5	1.3.4.1? (None given)	Is any of the work within the scope of the PWS currently under third party contract?	No.
Respondent 1	C-24	3.3.1/3.3.2	Does this paragraph mean that the Government will pay the restocking of forms and the SP only has to coordinate with the Government? In terms of consumable materials and supplies, it seems that Service Provider has to pay for replenishing everything except the forms mentioned in 3.3.1 (page C-24) and boxes and folders mentioned in 3.3.2 (page C-24). Is this the intent of the PWS?	Yes. As stated in paragraph 3.3, "The SP shall be responsible for replenishment of all consumable materials and supplies required to perform Files Activity services unless otherwise specified herein." Paragraphs 3.3.1 and 3.3.2 then say that forms and boxes/folders will be replenished by the Government.
Respondent 1	C-24	Re: TE 3-001	Will the equipment in TE 3-001 labeled as a computer or telecommunication item (with a "control number" like A002444467) be replenished/"paid for" by the government?	Refer to Paragraphs 3.4.2 and 3.4.5. Type of equipment is what matters, not whether it has a control number.
Respondent 1	C-24/25	3.4.2/3.4.5.1/3.4.5.2	Can it be assumed that the Service Provider will be responsible for replenishing all equipment except telecommunications and computers and peripherals mentioned in 3.4.5.1 and 3.4.5.2 respectively on page C-25?	Refer to Paragraph 3.4.2 – "Replacement of GFE shall be the responsibility of the SP unless otherwise specified in Section 3.4.5 below." No assumption necessary.
Respondent 1	C-32	5.3	Paragraph states that SP shall receive incoming mail from UPS, USPC, and other carriers. Does this mean the SP will receive mail directly from these agencies, or will mail be processed through the administrative mailroom first?	Revised paragraph 5, which says "The SP shall receive incoming mail from the IRS mail function. Some mail will also be received directly from IRS offices and NARA and, at some sites, United Parcel Service (UPS) or other carriers."
Respondent 1	C-33	5.4.2	For clarification, is the SP responsible for providing movement of blocks within the building, and the government responsible for providing movement of blocks from facility to facility?	Yes. Paragraph revised.
Respondent 1	TE-1-001-2	TE 1-001	Because the sites vary in size and workload, would a percentage of missing returns be more appropriate for this standard vice the same arbitrary number at each site? 5.5.3-Quality (CLARIFICATION)	Standard for missing SOI returns is a customer requirement and cannot be modified. SOI standard remains the same no matter the size of the site.

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Respondent 2	C-4	1.3.1.4.1, Unscheduled Meetings	States "As required by the Government, the Service Provider shall attend, participate in, and furnish input to unscheduled meetings, conferences, and briefings that relate to the Files Activity functions and services, to provide communication and necessary information." If service providers do not utilize government facilities will the government reimburse reasonable travel expenses directly or will a separate travel budget be constructed to handle these types of meetings? If travel costs are not reimbursable, service providers will need to know the frequency and locations of each of the meetings in order to determine/develop a budget for the cost of travel.	See new text in paragraph 1.3.1.4 regarding travel expenses. Added "Local travel between GFF will be reimbursed. Long distance travel required by the Government will be reimbursed in accordance with the Federal Travel Regulation."
Respondent 2	C-6	1.3.6, Workload Data	States in the first paragraph that "Files Activity workload data is provided in Technical Exhibit 5-001. This workload data is based upon annual historical data, where available, or estimates of annual workload. This workload is provided to assist offerors in proposal preparation, and shall not be a limiting factor on the Service Provider's obligation to perform all services described in the Contract to the required performance standards." This only becomes problematic with fixed price contracts, if it is the intent of the government to grant a cost plus fixed fee or negotiated contract then we have no objection to this clause. However if it is the intent of the government to require a fixed price without providing fixed firm levels of work for each task then we can not provide a fixed price guarantee. One way around this dilemma would be for the government to provide a minimum guarantee and have all potential contractors submit prices on that basis with an indication that specific task requirements could be increased a specific percentage for some duration. For example incoming mail may increase 10-15% over the baseline from April-June.	No change. Volumes are provided by site. In addition, percent factors and footnotes are at the end of the projections for each site indicating volume fluctuations and anticipated closings. The workload data is provided by site, by task, and by month, which captures the cyclical fluctuations. The government is requiring a firm fixed price bid.
Respondent 2	C-8	1.3.8.1, CONTINUITY OF OPERATION PLAN (COOP)	First paragraph states, "The Service Provider shall develop, submit, and maintain a COOP as part of the Service Provider's proposal and shall participate in Government planning for contingencies and emergencies." Later on Page C-9 of this same section the government requires that, "No later than 10 workdays prior to completion of the phase-in period, the Service Provider shall submit emergency and contingency plans to the CO for concurrence to be included in the overall Business Resumption Plan (BRP)." Are the COOP and the BRP the same documents? If so, then how can a document that requires the government's input and approval be submitted with the proposal? If they are different what is the difference?	COOP and BRP are not the same documents but are related. See revised paragraph 1.3.8.2. (The SP's COOP gets incorporated into the Government's BRP, which is now called the Business Continuity Plan.)
Respondent 2	C-33	5.5.3.1, REQUEST RECEIPT	Describes the various ways that documents are requested including walk-in requests. Who are the walk-in customers? What impact will there be to walk-in clients if Service Providers use the own facilities in another city or state?	1) Modified paragraph – changed "walk-in customers" to "in-person IRS personnel." 2) IF COCO is selected, arrangements would have to be made to expedite delivery of requested documents at SP's expense.
Respondent 2	C-36	5.7.1.1, REQUESTS	Indicates that the provider shall provide document preparation, scanning and photocopying of poor quality documents prior to scanning and refilling but does not address indexing or batching of the documents for scanning. Will the government perform these tasks or will the service provider be required to perform these tasks? Will the government provide the software and hardware required to achieve the quality and response standards established for these functions in Technical Exhibit 1-001?	1) All work that goes into scanning is to be done by the SP. See revised paragraph which adds "Preparation may also require batching and indexing." 2) Yes. Equipment was added to cover page of Technical Exhibit 3-001.

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Respondent 2	C-38	5.8.4, Preparing Documents for Transportation to NARA	States in the last paragraph of that section "The Service Provider shall be responsible for the document preparation up to, but not including, loading the documents on the truck. Transportation will be provided by the government." What is the implication if the Service Providers choose not to use one or more of the listed government sites and use other sites that are not in close proximity to the current government facilities? Will the government still pay for the transportation to NARA?	Replaced last sentence "Transportation will be provided by the Government" with "See Paragraph 3.7.1 for additional transportation information." This paragraph says the Government will only provide transportation if GFF are used.
Respondent 2	TE 3-001 GFE	TE 3-001	Provides a list of the proposed government furnished equipment. There is a good deal of variance between the details for each center. At a minimum please provide the make, model and manufacturer for each GFE component and where possible the minimum standard configuration. For example, rather than indicating that there is a Type B-1 Technical/Professional workstation indicated that there is a Dell Model 4450 with 256 MB RAM, 60 GB drive and 17" Dell flat plasma screen for a monitor.	We have attempted to standardize some terminology in the revised exhibit, but cannot provide the details requested. The exhibit lists all available details.
Respondent 2	TE 3-001 GFE	TE 3-001	Does not indicate any software provided by the government. Will the government provide any software under this contract for PC/Workstation operating systems, network operating systems, or required reporting applications?	Added software to paragraph 3.4.5.2, Computers and Peripherals. First sentence now reads "The Government will provide computers, to include authorized installed software, and peripherals to the SP."
Respondent 3	N/A	General	How much overtime was worked in the past 12 months? At which sites? In what functional areas?	This information will not be provided.
Respondent 3	N/A	General	Are there any current staffing models used to determine staffing levels at each site? Can they be provided to vendors?	1) No 2) N/A (Only overall FTE will be provided.)
Respondent 3	N/A	General	Will the government provide initial training to the winning Service Provider(s)?	Yes. Revised paragraph 1.3.2.2, which adds "Initial functional training will be provided by the Government."
Respondent 3	N/A	General	Is there current contractor support at any or all of the sites listed in the PWS? Who are the contractors?	1) No 2) N/A
Respondent 3	N/A	General	With sites scheduled to close or relocate in 2005 and 2007, will there be a phased transfer of workload? If so, what sites will pick up the increased workload? Is there a transition plan?	1) Yes 2/3) Revised paragraph 1.2.2.1 which notes "SPC-specific transition plans will be provided after Contract award." (These plans are currently unavailable. The workload technical exhibit incorporates all known changes and workload shifts.)
Respondent 3	C-11? (None given)	1.5.2.2? (None given)	If safety discrepancies are identified, who is responsible for correcting?	Responsible party depends on what the error is. Added to paragraph: "Safety discrepancies that are caused by the Government will be corrected by the Government. Safety discrepancies that are caused by the SP shall be corrected by the SP." If responsibility is not apparent, COTR will make the determination.

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Respondent 3	C-30? (None given)	5? (None given)	Is there any requirement to operate an internal help desk and if so, what is the volume of incoming calls?	Added new paragraph 5.2, Responding to Customer Inquiries, which reads "The SP shall accurately respond to customer inquiries received via telephone and e-mail. Inquiries may be received concerning the status of requests, procedures, and other general information. As part of this service, the SP shall provide guidance to customers on the preparation of forms sent to the SP. At a minimum, the SP shall provide this service during the hours of operation specified in Paragraph 1.3.1.6 above." Workload for this paragraph was added to Technical Exhibit 5-001. (Approximately 40 calls are received per day at each site.)
Respondent 3	C-36	5.7.1	Referencing the Correspondence Imaging System pilot program, can the government provide numbers of documents to be scanned, staffing requirements, and the work flow diagrams? Has the government implemented a QC plan specifically for this CIS pilot program? If so, can that plan be provided to the bidders if an RFQ or RFP is issued?	1) Only the workload in Technical Exhibit 5-001 (CIS tab) will be provided. 2) No QC Plan will be provided. The SP must follow the standards listed in the Performance Requirements Summary (PRS), Technical Exhibit 1-001.
Respondent 3	C-37	5.7.4	In the PWS, paragraph 5.7.4 "Unique Associations," reference is made to "CP55, CP155, CP98...." Etc. What are these documents?	Revised paragraph which now reads "The SP shall process the following requests in accordance with IRM 3.5.61.6.6 and 3.5.61.10: CP55, CP155, CP98, CP98A, CP198, and CP198A." In addition, see Section C-2 which provides the definition of "computer paragraph."
Respondent 3	TE 3-001-X	TE 3-001	Scanning equipment (Correspondence Imaging System) is not included in the tables of GFP but will be in use in at least Austin and other sites soon. Will this type of equipment be included in the tables of GFE and GFP?	Revised Technical Exhibit 3-001. Information on scanning equipment is now listed on cover page: "Each site participating in the Correspondence Imaging System (CIS) (see Paragraph 5.7.1 or Technical Exhibit 5-001) will also have a Kodak 3520 Scanner upon implementation of the program."
Respondent 3	TE 3-003-X	TE 3-003	What is the quantity and breakdown of consumables by site?	Technical Exhibit 3-003 provides a listing of a typical inventory. Actual site level inventories will be determined during phase-in. (Quantity at each site fluctuates and thus cannot be specified.)
Respondent 4	C-30? (None given)	5	The PWS should include more clear and specific performance standards and metrics for evaluating the Service Provider's work quality. The performance standards and metrics should be specified in terms of work quality, service accessibility, timeliness, and overall efficiency requirements.	All standards were included in Technical Exhibit 1-001, Performance Requirements Summary.

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Respondent 5	N/A	General	Will proposers be allowed access to each of the GPFs to evaluation space allocation, current workflow, etc? If yes, how much time onsite will proposers be allowed?	A site visit will be held but not at each location. Information about the site visit (such as date and duration) will be included in the RFP.
Respondent 5	N/A	General	What are the current staffing levels, by job function, at each of the GPFs?	This information will not be provided.
Respondent 5	N/A	General	Are current job descriptions available for each job function?	This information will not be provided.
Respondent 5	C-22? (None given)	3? (None given)	What photocopy equipment is currently used at each GPF?	Photocopy equipment is listed in Technical Exhibit 3-001.
Respondent 5	C-30	5.1.2	Is a detailed description of the current File Locator Guide available?	No, SP must create own guide subject to requirements of the paragraph.
Respondent 5	C-30/31	5.1.2/5.1.6	What are the "IRS standards" (as mentioned in section 5.1.6 of the PWS) that alternative systems must meet? Are these standards enumerated in IRS publications? Does this requirement apply to the File Locator Guide, mentioned in section 5.1.2 of the PWS?	Standards will be made available if alternate systems are proposed. The File Locator Guide does not need to be a system.
Respondent 5	C-31	5.1.8	What percentage of each GPF's current staff is devoted to "Customer Coordination", as described in section 5.1.8 of the PWS?	See the workload that was added to Technical Exhibit 5-001 for new paragraph 5.2, Responding to Customer Inquiries. Approximately 40 calls are received per day at each site.
Respondent 5	C-31	5.2	What are the acceptable file formats for the report deliverables described in section 5.2 (and mentioned elsewhere) in the PWS?	For 5.2.1, Production Report, added "COTR-approved format." For 5.2.3, see the reference IRM exhibit for format requirements.
Respondent 5	C-32? (None given)	5.3 (None given)	Do any of the facilities use mail-processing equipment? If yes, what makes and models?	Only UPS and/or FedEx equipment is used at some sites. A note regarding this was added to Technical Exhibit 3-001.
Respondent 5	C-33? (None given)	5.5.1? (None given)	What document filing approaches are used for documents currently stored at the GPFs?	Current processes are not applicable – the SP may store files in any way which satisfies PWS requirements. Paragraph 5.5.1 states "The SP has the option of maintaining and filing the files in any system desired, as long as the documents are locatable and are retired and delivered to the NARA FRC in DLN or alpha order as required by this Contract. "
Respondent 5	C-36	5.7.1	What is the imaging system that is used in the Correspondence Image System (CIS) pilot? Is detailed information available about this system? What is the preferred image format for this system?	Information has been added to Technical Exhibit 5-002.
Respondent 5	TE 5-002-1	TE 5-002	Are detailed descriptions of the software systems listed in Technical Exhibit 5-002 "AUTOMATED SYSTEMS" available?	Yes. The exhibit has been completed .

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Respondent 6	N/A	General	How many employees currently work at each File Activity Location and will they be available to work for the Service Provider?	1) Only overall FTEs will be provided. 2) In accordance with the Right of First Refusal Clause, a listing of affected employees will be provided to the SP after award. There is no guarantee that affected employees will choose to work for the SP if offered a position.
Respondent 6	C-32? (None given)	5.4? (None given)	Are the files incoming from the Submission Processing Centers to the File Activity Locations kept on open shelving or in boxes?	Current processes are not applicable – the SP may store files in any way which satisfies PWS requirements.
Respondent 6	C-32	5.4.1.2	Frequency of new files added to each File Activity Location?- daily, weekly or monthly?	Revised paragraph. Added “Deliveries will occur daily, with multiple shipments per day at some sites, depending on time of year.”
Respondent 6	C-33/34	5.5.3? (None given)	What is the turn around time for requests? Will the service providers allowed to use USPS or similar service to mail requests?	1) Turn around times for requests and other tasks are specified in Technical Exhibit 1-001, Performance Requirements Summary. 2) See revised paragraph 5.5.3.3, which added “Documents shall be routed according to the address on the request or the master mailing list using internal IRS mail and external carriers, as appropriate.”

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